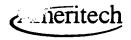


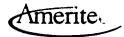
#	MEASUREMENT	CATEGORIES	W	R	MEASUREMENT TYPE	BENCHMARK	REMEDY
PR	E-ORDERING						
1	Average Response Time	Customer Service Record ≤ 10.000 characters > 10.000 characters	X X		Outcome	80% ≤ 6 secs.* *CSRs ≤10,000 characters	(80%-X)(\$.50)(# of Transactions), where the # of transactions is ≤ the # of orders
		Address Validation	Х			80% ≤ 9 secs.	(80%-X)(\$.50)(# of Transactions), where # of Transactions ≤ 2(# of Orders)
		Telephone Number Selection	Х			80% ≤ 6 secs.	(80%-X)(\$.50)(# of Transactions), where # of Transactions ≤ 2(# or Orders)
		Due Date Selection	X			80% ≤ 16 secs.	(80%-X)(\$.50)(# of Transactions), where # of Transactions ≤ 3(# of Orders)
OR	DERING/PROVISIO						
	Order Completion Me						
2	Average Installation Interval	Resale Residence POTS Field Visit Non-Field Visit	X X	X X	Outcome	Parity	(X-A)(25%)(RC)(Total # of Order Installations Completed)
		Resale Business POTS Field Visit Non-Field Visit	X X	X X		Parity	(X-A)(25%)(RC)(Total # of Order Installations Completed)
		Resale Centrex Field Visit Non-Field Visit	X X	X X		Parity	(X-A)(25%)(RC)(Total # of Order Installations Completed)
		Unbundled Loops	Х			80% within 5 Days	(80%-X)(25%)(RC)(Total # of Order Installations Completed)
3	Confirmed Due Dates Not Met	Resale Residence POTS Field Visit Non-Field Visit	x x	x x	Outcome	Parity	(X-A)(3%)(RC)(Total # of Order Installations Completed)
		Resale Business POTS Field Visit Non-Field Visit	x x	X X		Parity	(X-A)(3%)(RC)(Total # of Order Installations Completed)
		Resale Centrex Field Visit Non-Field Visit	X X	X X		Parity	(X-A)(3%)(RC)(Total # of Order Installations Completed)
		Unbundled Loops	Х			≤ 20%	(X-20%)(3%)(RC)(Total # of Loop Installations Completed)
		Interconnection Trunks	х			≤ 20%	(X-20%)(278 Minutes of Use/Trunk/Day)(Reciprocal Compensation Rate)(Average # of Days Late for All Missed Trunks)(Total # of Trunk Installations)

Legend: X = TC Performance A = Ameritech Performance RC = Recurring Charge (\$25 Resale, \$9.43 Loops) Page 1 of 6



Order Status Measure Average Reject Notice Interval Average FOC Notice Interval	Resale Unbundled Loops Resale	X		Outc	000	1 900 - 21	
Notice Interval Average FOC	Unbundled Loops Resale	Х		Outc	0000	000	
					ome	80% ≤ 24 hours	(80%-X)(3%)(RC)(Total # of Rejected 855s for Electronically Received Orders)
Notice Interval	Lishundlad Lases	X		• Indic	ator		
	Unbundled Loops	X					
Average Completion	Resale	X		Outco	ome	80% ≤ 48 hours	(80%-X)(3%)(RC)(Total # of
Notice Interval	Unbundled Loops	X					Completion Notices for Electronically Received Orders)
Held Order Measurem	neni		_				
Average Interval for Past Due	Resale Residence POTS	Х	X	• Indic	ator		
Orders/Loops	Resale Business POTS	Х	X				
	Resale Centrex	Х	х				
	Unbundled Loops	X					
'nstallation Trouble M	leasurement						
Installation Trouble Reports (New Service Failures)	Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Field Visit Non-Field Visit	x x	X X	Outco	ome	Parity	(X-A)(3%)(RC)(Total # of Order Installations Completed)
	Resale Business POTS [Found Network Troubles (Codes 3.4, 5)] Field Visit Non-Field Visit	x x	x x			Parity	(X-A)(3%)(RC)(Total # of Order Installations Completed)
	Resale Centrex [Found Network Troubles (Codes 3.4, 5)] Field Visit	x x	x x			Parity	(X-A)(3%)(RC)(Total # of Order Installations Completed)
	Unbundled Loops	х				≤ 6%	(X-6%)(3%)(RC)(Total # of Loops Installations Completed)
	ements						
Percentage of Order	Resale	Х		 Indica 	itor		
low Through	Unbundled Loops	х					
	Held Order Measurem Average Interval for Past Due Orders/Loops Installation Trouble Manstallation Trouble Reports (New Service Failures) Order Quality Measure ercentage of Order	Held Order Measurement Average Interval for Past Due Orders/Loops Resale Residence POTS Resale Business POTS Resale Centrex Unbundled Loops Installation Trouble Measurement Installation Trouble Measurement Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Field Visit Non-Field Visit Non-Field Visit Non-Field Visit Resale Centrex [Found Network Troubles (Codes 3.4, 5)] Field Visit Non-Field Visit Resale Centrex [Found Network Troubles (Codes 3.4, 5)] Field Visit Non-Field Visit Non-Field Visit Non-Field Visit Non-Field Visit Non-Field Visit Non-Field Visit Resale Centrex [Found Network Troubles (Codes 3.4, 5)] Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)]	Held Order Measurement Average Interval for Past Due Orders/Loops Resale Residence POTS Resale Business POTS X Resale Centrex Unbundled Loops X Resale Residence POTS Resale Residence POTS Installation Trouble Measurement Resale Residence POTS Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Field Visit Resale Business POTS [Found Network Troubles (Codes 3,4, 5)] Field Visit Resale Centrex [Found Network Troubles (Codes 3,4, 5)] Field Visit Non-Field Visit Resale Centrex [Found Network Troubles (Codes 3,4, 5)] Field Visit Non-Field Visit Non-Field Visit Unbundled Loops X	Held Order Measurement Average Interval for Past Due Orders/Loops Resale Residence POTS Resale Business POTS Resale Centrex Unbundled Loops X X Resale Centrex Installation Trouble Measurement Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Field Visit Resale Business POTS [Found Network Troubles (Codes 3.4, 5)] Field Visit Resale Business POTS [Found Network Troubles (Codes 3.4, 5)] Field Visit Resale Centrex [Found Network Troubles (Codes 3.4, 5)] Field Visit Resale Centrex [Found Network Troubles (Codes 3.4, 5)] Field Visit Non-Field Visit X Non-Field Visit Resale Centrex [Found Network Troubles (Codes 3.4, 5)] Field Visit Non-Field Visit X Non-Field Visit Non-Field Visit	Notice Interval Unbundled Loops Average Interval for Past Due Orders/Loops Resale Business POTS Resale Centrex Unbundled Loops Availation Trouble Measurement Reports (New Pervice Failures) Resale Business POTS Resale Residence POTS [Found Network Troubles (Codes 3.4, 5)] Field Visit Resale Business POTS [Found Network Troubles (Codes 3.4, 5)] Field Visit Resale Business POTS [Found Network Troubles (Codes 3.4, 5)] Field Visit Resale Centrex [Found Network Troubles (Codes 3.4, 5)] Field Visit Non-Field Visit Resale Centrex [Found Network Troubles (Codes 3.4, 5)] Field Visit Non-Field Vis	Notice Interval Unbundled Loops X Held Order Measurement Average Interval for Past Due Orders/Loops Resale Residence POTS Resale Business POTS X X Resale Centrex Unbundled Loops Installation Trouble Measurement Installation Trouble	Notice Interval Weld Order Measurement Average Interval for Average Interval for Past Due Orders/Loops Resale Residence POTS

Legend: X = TC Performance A = Ameritech Performance RC = Recurring Charge (\$25 Resale, \$9.43 Loops)

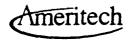


#	MEASUREMENT	CATEGORIES	W	R	MEASUREMENT TYPE	BENCHMARK	REMEDY
10	Percentage of Rejected Orders (Service Order Accuracy - Electronically Received Order Ouality)	Resale Unbundled Loops	XXX		 Indicator 		
	911 Database Update	and Accuracy		٠		· 	
11		Note: Wholesale includes facility-based carriers only. Retail includes Ameritech and non-facilities based carriers (i.e. resale).	X	X	Outcome	Parity	(X-A)(\$88.08*)(Total # of Electronically Received CRU Files) *3 months of the tariffed monthly rate for 911 administration
12	Customer Record Update Files Not Processed by the Next Business Day (Received Manually)	Note: Wholesale includes facility-based carriers only.	Х		• Indicator		
13	Errors in Customer Record Update Files (Received Electronically)	Note: Wholesale includes facility-based carriers only. Retail includes Ameritech and non-facilities based carriers (i.e. resale).	х		• Indicator		
14	Errors in Customer Record Update Files (Received Manually)	Note: Wholesale includes facility-based carriers only.	Х		 Indicator 		
15	Erred Customer Record Update Files Not Returned by Next Business Day (Received Electronically)	Note: Wholesale includes facility-based carriers only. Retail includes Ameritech and non-facilities based carriers (i.e. resale).	X	X	Outcome	Parity	(X-A)(\$88.08)(Total # of Erred CRU Files Received Electronically)
	Erred Customer Record Update Files Not Returned by Next Business Day (Received Manually)	Note: Wholesale includes facility-based carriers only.	Х		• Indicator		



#	MEASUREMENT	CATEGORIES	W	R	MEASUREMENT	BENCHMARK	REMEDY
					TYPE		
RE	PAIR & MAINTEN						
17	7 Mean Time to Repair	Resale Residence POTS Regulated Wire & Equipment (Code 03) Outside Plant (Code 04) Central Office (Code 05)	x x x	X X X	Outcome	Parity	(X-A Days)(25%)(RC)(Total # of Initial Trouble Reports Closed)
		Resale Business POTS Regulated Wire & Equipment (Code 03) Outside Plant (Code 04) Central Office (Code 05)	x x x	x x x		Parity	(X-A Days)(25%)(RC)(Total # of Initial Trouble Reports Closed)
		Resale Centrex Regulated Wire & Equipment (Code 03) Outside Plant (Code 04) Central Office (Code 05)	x x x	x x x		Parity	(X-A Days)(25%)(RC)(Total # of Initial Trouble Reports Closed)
		Unbundled Loops	х			≤ 36 hours (1.5 days)	(X-1.5 Days)(25%)(RC)(Total # of Measured Trouble Reports Closed)
18	B Trouble Report Rate	Resale Residence POTS • Found Network Troubles (Codes 3,4, 5)	Х	Х	Outcome	Parity	(X-A)(3%)(RC)(# of Access Lines in Service)
		Resale Business POTS • Found Network Troubles (Codes 3.4, 5)	X	Х		Parity	(X-A)(3%)(RC)(# of Access Lines in Service)
		Resale Centrex • Found Network Troubles (Codes 3.4, 5)	х	Х		Parity	(X-A)(3%)(RC)(# of Access Lines in Service)
		Unbundled Loops	Х			≤ 4%	(X-4%)(3%)(RC)(# of Loops in Service)
19	Percent Repeats – Maintenance	Resale Residence POTS Found Network Troubles (Codes 3.4, 5) on the Repeat Trouble	х	X	Outcome	Parity	(X-A)(6%)(RC)(Total # of Initial Trouble Reports Closed)
		Resale Business POTS Found Network Troubles (Codes 3.4, 5) on the Repeat Trouble	X	Х		Parity	(X-A)(6%)(RC)(Total # of Initial Trouble Reports Closed)
		Resale Centrex Found Network Troubles (Codes 3,4, 5) on the Repeat Trouble	х	х		Parity	(X-A)(6%)(RC)(Total # of Initial Trouble Reports Closed)
		Unbundled Loops	х			≤17%	(X-17%)(6%)(RC)(Total # of Measured Trouble Reports Closed)

Legend: X = TC Performance A = Ameritech Performance RC = Recurring Charge (\$25 Resale, \$9.43 Loops)



#	MEASUREMENT	CATEGORIES	W	R	ME	ASUREMENT PE	BENCHMARK	REMEDY
20	Percentage of Customer Troubles	Resale Residence POTS	X	X	•	Outcome	Parity:	(X-A)(3%)(RC)(Total # of Initial Trouble Reports Closed)
	Not Resolved within the Estimated	Resale Business POTS	X	X			Parity'	(X-A)(3%)(RC)(Total # of Initial Trouble Reports Closed)
	Time (Missed Repair	Resale Centrex	X	X			Parity	(X-A)(3%)(RC)(Total # of Initial Trouble Reports Closed)
	Appointments)	Unbundled Loops	X				≤ 20 %	(X-20%)(3%)(RC)(Total # of Measured Trouble Reports Closed)
BIL	LING							
21	Daily Usage Timeliness (Not Provided on Time)	Resale	X			Outcome	≤ 2% not provided within 5 days	(98%-X) (.000104*)(\$.50**)(≈ of Daily Usage Records) *Daily interest rate **Estimated value of a Daily usage record
22	AEBS Bills Delivered Late	Resale	X		•	Indicator	,	
23	CABS- Bills Delivered Late	UNE	X		•	Indicator		
GEN	ERAL							
	Systems Availability N	leasurement						
24	Percentage of Time Interface is Unavailable	Pre-Ordering	X		•	Outcome	≤I% unavailable	(A-1%)(\$.50)(# of transactions), where the # of transactions have the same maximums as listed in Pre-Ordering "Average Response Time" measure
		EDI	X					(A-1%)(\$.50)(# of transactions), where the # of transactions equals the # of orders
		Access Service Request	X					(A-1%)(\$.50)(# of transactions), where the # of transactions equals the # of orders
		EB/TA Trouble Entry	X					(A-1%)(\$.50)(# of transactions), where the # of transactions equals the # of troubles
	Center Responsiveness							
25	Average Speed of	Resale	X		•	Informational		
	Answer - Ordering	Unbundled Loop	X]			<u> </u>	
26	Average Speed of Answer – Repair	Resale Unbundled Loop	X		•	Informational		
	OS/DA							
27	Average Speed of Answer – OS/DA	Operator Services Directory Assistance	X	X	• 1	Outcome	Wholesale and retail performance is combined in a single measure	Process ensures parity, thus a remedy is not applicable

Legend: X = TC Performance A = Ameritech Performance RC = Recurring Charge (\$25 Resale, \$9.43 Loops) Page 5 of 6



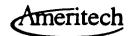
#	MEASUREMENT	CATEGORIES	W	R		EASUREMENT PE	BENCHMARK	REMEDY
INT	ERCONNECTION							
	Trunk Blockage Meas	urements						
28	Call Attempts	Interlata	X	X	•	Outcome	Parity	Disparity negatively impacts
	Blocked	Intralata	X	Х				Ameritech, thus a remedy is not applied to the CLEC
COI	LLOCATION							
29	Average Time to Respond to a Physical Collocation Request	Physical	X		•	Outcome	80% within 10 Days	(80%-X)(3%)(\$703.69*) (= of Physical Collocation Requests) * Monthly floor space charge to 100 sq. ft.
30	Average Time to	Virtual	$\frac{1}{x}$	-	•	Indicator		100 Sq. 1c.
30	Provide a Collocation Arrangement	Physical	x		-	Mulcalor		
31	Percent of Due Dates Missed in Provision of Collocation Arrangements	Virtual	X		•	Outcome	≤ 20 %	(X-20%)(\$61*)(Average No. of Days Late for all Missed Virtual Collocations)(Total # of Virtual Collocations) *Daily project management fee equals (sum of an initial bay and one additional bay)/30
		Physical	X					(X-20%)(1/120)(COBO Payment)(Average # of Days Late for All Missed Physical Collocations)(Total # of Physical Collocations)



WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE

•		Measurement Type:	Outco	<u>om</u>
REFERENCE:	PRE-ORDERING	DISAGGREGATION CATEGORIES: Pre-Ordering Customer Service Record (CSR)	₩ X	R
MEASUREMENT:	Average Response Time			
e pro electric		A Adams Validadan/AIA	.,	
e menter de la companya de la compan		 ✓ Address Validation(AV) ✓ Telephone Number Selection (TNS) ✓ Due Date Selection (DDS) 	X X X	
S.M. Expert(s):	For Internal Use Only			-
AIIS Contact(s):	For Internal Use Only			_
Reporting Period:	One Calendar Month			_
Calculation:	Submitted Benchmark Percentage:	Submission Date and Time)]} / Total Number of Accept n a Specified Interval ("X" seconds)]/ Total Number of C	•	
Description(s) / Definition (s):	DDS] query between the query submission tim DDS] queries submitted in the reporting period A query is an individual request for data. Query response is the time the interface p Query submission is the time of interface Benchmark Percentage: "Percent within a Specified Interval" measures	rovides a response. entry. the number of [pre-ordering CSR, AV, TNS, or DDS] qu "X" seconds) as a percentage of the total number of [pre-ordering CSR, AV, TNS, or DDS]	.V, TNS,	, or
Business Rules: *				
Exclusions:				
Inclusions:	Both interface and back-end systems Real time functions only			
Market:	WHOLESALE	RETAIL		
Disaggregation:	Pre-Ordering Customer Service Record ≤ 10,000 characters > 10,000 characters Address Validation Telephone Number Selection Due Date Selection			
System Source: *=.	For Internal Use Only			_
Data Source:	For Internal Use Only			

Final Form
Exh.#2 to Ms wish



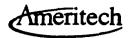
		Measurement Type:	Outcome
REFERENCE:	ORDERING & PROVISIONING - Order Completion Measurements	DISAGGREGATION CATEGORIES:	WR
MEASUREMENT:		✓ Resale POTS	x x
WEASUREWENT:	Average tustamation interval	Unbundled Loops	х
S.M. Expert(s);	For Internal Use Only		
AIIS Contact(s):	For Internal Use Only		
Reporting Period:	One Calendar Month		
Calculation:	{Σ[(Completion Date) - (Receive Date)]} / Total	Number of Order Installations Completed	
Description(s) Legal Definition (s): Basiness Rules:	 receive date and completion date for the total A valid order contains all relevant and corred The receive date is the date the service order the date when the customer contacts the service. 	ys only (i.e., Monday – Friday). closed (e.g. paperwork is completed). are must be received 3:00 p.m.	ing period. ceive date is r into ASON.
Exclusions:	 Change orders generated as a result of a repair of a	nal use of local services (Applies to Retail only) tion agreements) ction agreements (e.g., customer-caused missed appoin	
A 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	 Valid orders only 	seld and remen achbiguitait or gets	
Market:	WHOLESALE	RETAIL	
Disaggregation:	 Resale Residence POTS Field Visit Non-Field Visit Resale Business POTS Field Visit Non-Field Visit Resale Centrex Field Visit Non-Field Visit 	 Retail Residence POTS Field Visit Non-Field Visit Retail Business POTS Field Visit Non-Field Visit Retail Centrex Field Visit Non-Field Visit 	
System Source: 342	For Internal Use Only	For Internal Use Only	
Data Source: 198	For Internal Use Only	For Internal Use Only	

Measurement Type:

Outcome



	·.							
REFERENCE:	ORDERING & PROVISIONING - Order Completion Measurements	DISAGGREGATION CATEGORIES:	W	R				
MEASUREMENT:	Average Installation Interval	Resale POTS	Х	Х				
7		✓ Unbundled Loops	X					
S.M. Expert(s):	For Internal Use Only							
AIIS Contact(s):	For Internal Use Only							
Reporting Period:	One Calendar Month							
Calculation:	{Σ[(Completion Date) – (Receive Date)]} / To	tal Number of Order Installations Completed		<u> </u>				
	[Number of Order Installations Completed with Installations Completed] X 100							
Description(s) /- Definition (s):	Average Installation Interval" measures the average elapsed number of days per order installation between the receive date and completion date for the total number of order installations completed in the reporting period. A valid order contains all relevant and correct information required to fully process the order. The receive date is the date Ameritech receives a valid order from the CLEC to provide, correct, or change service or service elements and is automatically date stamped in the unbundled loop ordering system, EXACT. A completion date is the date the requested work has been completed. (The installation date equals the completion date) A service order is considered "installed" when the unbundled loop is in place by Ameritech. Senchmark Percentage: Percent within a Specified Interval" measures the number of order installations completed within a specified interval ("X" days) as a percentage of total number of order installations completed in the reporting period.*							
Business Rules:	*Ameritech is migrating this measure from "on							
Desides Viles:	 The measure is calculated using business of the order is counted in the period that it is 	lays only (i.e., Monday - Friday, excluding holidays).						
		is 3:00 p.m. or defined by contractual agreements.						
Exclusions:		n installation due date beyond the contractual due date inte	rval					
-	Orders that require field dispatch where fa							
	Cancelled orders	•						
	 Disconnect "D" orders 							
	 Force majeure (as defined in the interconn 							
18		nection agreements (e.g., customer-caused missed appointments)	nents -	•				
Inclusions	customer not ready, no access) (effective of							
Inclusions:	 All new (N) and related supplement orders Unbundled loops include Analog 2W loop 							
CONTRACTOR LO	Valid orders only	s omy						
Market: 36	WHOLESALE	RETAIL		- ,				
Disaggregation:	Unbundled Loops							
System Source: 39	For Internal Use Only							
Data Source:	For Internal Use Only							

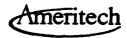


		Measurement Type:	Outcom
REFERENCE:	ORDERING & PROVISIONING - Order Completion Measurements	DISAGGREGATION CATEGORIES:	W R
MEASUREMENT:	Confirmed Due Dates Not Met	✓ Resale POTS	x x
rifer i granisia e		Unbundled Loops Interconnection Trunks	X X
S.M. Expert(s):	For Internal Use Only For Internal Use Only		
Reporting Period:	One Calendar Month		
Calculation:		er the FOC Due Date / Total Number of Order Installati	ons
Description(a) / Definition (a): Business Rules:	confirmation (FOC) due date, as a percentage of period. A valid order contains all relevant and contains a service on the line. FOC (Firm Order Confirmation) is defined items: circuit number, order number, and a the CLEC stating that the order will be well confirmation. A service order is considered "installed" well. The order is counted in the period that it is subsequent due date changes by and for A is calculated. Supplemental orders by the customer may	closed (e.g. paperwork is completed). meritech do not change the original due date by which change the due date by which this measure is calculate	LEC via a the service among other meritech to ecified on the
Exclusione	customer not ready, no access)		intments -
Inclusions	 All change (C), new (N), and to (T) type o Valid orders only 	rders and related supplement orders	
Market		RETAIL . S	
Disaggreention:	 Resale Residence POTS Field Visit Non-Field Visit Resale Business POTS Field Visit Non-Field Visit Resale Centrex Field Visit Non-Field Visit 	 Retail Residence POTS Field Visit Non-Field Visit Retail Business POTS Field Visit Non-Field Visit Retail Centrex Field Visit Non-Field Visit Non-Field Visit 	
System Source:	For Internal Use Only	For Internal Use Only	
Data Source:	For Internal Use Only	For Internal Use Only	





		Measurement Ty	ype: <u>Ou</u>	tcom	
REFERENCE:	ORDERING & PROVISIONING - Order Completion Measurements	DISAGGREGATION CATEGORIES:	₩.	R	
MEASUREMENT:	Confirmed Due Dates Not Met	Resale POTS	X	X	
2.5		✓ Unbundled Loops	X		
		Interconnection Trunks	<u> </u>		
S.M. Expert(s):	For Internal Use Only				
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	X 100	r the FOC Due Date/Total Number of Loop Installa		:ted)	
Description(s) / Definition (s): Business Rules:	confirmation (FOC) due date, as a percent reporting period. A valid order contains all relevant and cor The confirmed due date is defined as the deformation of the unbundled loop if facilities and the confirmation of the unbundled loop if facilities are circuit number, order number, and a CLEC stating that the order will be worked confirmation. A loop is considered "installed" when the The order is counted in the period that it is Subsequent due date changes by and for A change the original order date by which the	d as an acknowledgement to the customer that provi a confirmed due date. The confirmation is sent from d as submitted or worked with the modifications spo- unbundled loop is in place by Ameritech. s closed (e.g. paperwork is completed). meritech (except in situations involving special con e measure is calculated.	e CLEC via a lete the des among of a Ameritech tecified on the estruction) do	ther to the	
Exclusions:	 Supplemental orders by the customer may Cancelled orders 	change the due date by which this measure is calcu	lated.		
	 Cancelled orders Disconnect "D" orders Force majeure (as defined in the interconnection agreements) Delaying events as defined in the interconnection agreements (e.g., customer-caused missed appointments - customer not ready, no access) 				
Inclusions:	 Unbundled loops include Analog 2W loop Valid orders only 				
Market:	WHOLESALE	RETAIL.			
Disaggregation:	 Unbundled Loops 				
System Source:	For Internal Use Only				
Data Source:	For Internal Use Only				



				Measurement Type:	<u>Ou</u>	tcome		
REFERENCE:	ORDERING & PROVISIONING - Order Completion Measurements	DISAG	GREGATION CATE	GORIES:	W	R		
MEASUREMENT:	Confirmed Due Dates Not Met	Resa	le POTS		X	X		
TAP Language			indled Loops		X X			
S.M. Expert(s):	For Internal Use Only			······································				
AllS Contact(s):	For Internal Use Only							
Reporting Period:	One Calendar Month							
Calculation:	(Number of Trunk Installations Completed Aft	er the FOC	Due Date / Total Nur	nber of Trunk Installation	s) X 1	00		
Description(s) / Definition (s) /	confirmation (FOC) due date, as a percentage of A valid order contains all relevant and core FOC (Firm Order Confirmation) is defined items: circuit number, order number, and a CLEC stating that the order will be worke confirmation. The trunk is considered "installed" when the The trunk is counted in the period it is rep	The trunk is considered "installed" when the trunk is in place by Ameritech.						
	 Subsequent due date changes by and for A is calculated. Supplemental orders by the customer may 			•	he mea	sure		
Exclusions	 Cancelled orders Disconnect "D" orders Force majeure (as defined in the interconnection agreements) Delaying events as defined in the interconnection agreements (e.g., customer-caused missed appointments - customer not ready, no access) 							
Inclusions: de la	Valid orders only							
Market:	WHOLESALE	\$1.5 4.1°	RETAIL					
Disaggregation::	Interconnection Trunks							
System Source:	For Internal Use Only			· · · · · · · · · · · · · · · · · · ·				
Data Source:	For Internal Use Only							





			Measurement Type:	Oute	:ome
REFERENCE:	ORDERING & PROVISIONING - Order Status Measurements	DISAG	GREGATION CATEGORIES:	W	R
MEASUREMENT:	Average Reject Notice Interval	√ Resa		X	
		✓ Unbi	indled Loops	х	
S.M. Expert(s):	For Internal Use Only				
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	{Σ[(Date and Time Rejected 855 Made Available Rejected 855s for Electronically Received Processing Research Processes Rejected 855s for Electronical Received Processes Rejected 855s for Electronical Research Processes Rejected 855s for Electronical Research Resea			imber of	•
	Benchmark Percentage: [Number of Rejected 855s Made Available to the Rejected 855s for Electronically Received Procured	essed Ord	ers] X 100		
Definition (s):	rejected 855s for electronically received orders An 855 is a notification to the CLEC whet	processed her the suit", it prov	within the reporting period. mitted order is valid and can be processed and ides notification that the order cannot be work	d worked	
	 Rejected 855 response time is defined as the order from the CLEC and the time that the 	ne hours e	apsed between the time Ameritech receives th	e service	;
	Benchmark Percentage: "Percent within a Specified Interval" measures returned to the CLEC within a specified interval electronically received orders processed within	i (24 hour	s), as a percentage of the total number of rejec		for
Business Rules:	The measure is calculated using business d Requests received after 7:00 p.m. are consi		i.e., Monday - Friday, excluding holidays). eccived on next business day.		
Exclusions:					
Inclusions:	Electronically received orders only EDI-based orders only				
Market:	WHOLESALE	- J. F.	RETAIL		
Disaggregations	Resale Unbundled Loops				
System Source: 😘	For Internal Use Only				
Data Sources	For Internal Use Only				_

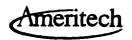


	•.	Measurement Type:	Indicator
REFERENCE:	ORDERING & PROVISIONING - Order Status Measurements	DISAGGREGATION CATEGORIES:	W R
MEASUREMENT:	Average FOC Notice Interval	✓ Resale	X
10 10 10 10 10 10 10 10 10 10 10 10 10 1		✓ Unbundled Loops	X
S.M. Expert(s):	For Internal Use Only		
AIIS Contact(s):	For Internal Use Only		
Reporting Period:	One Calendar Month		
Calculation:	FOCs for Electronically Received Processed On Benchmark Percentage:	CLEC Within a Specified Interval (24 Hours) / Total Nur	
Description(s) / Definition (s):	855 FOCs for electronically received orders pro An 855 is a notification to the CLEC when Ameritech. FOC (Firm Order Confirmation) is defined items: circuit number, order number, and a CLEC stating that the order will be worked confirmation. The receive date and time is the date and the FOC response time is the hours elapsed be and the time that the FOC is made available Benchmark Percentage: "Percent within a Specified Interval" measures to the CLEC within a specified interval (24 hour electronically received orders processed within	ther the submitted order is valid and can be processed and as an acknowledgement to the customer that provides an a confirmed due date. The confirmation is sent from Amed as submitted or worked with the modifications specified time the service order is received by Ameritech's gateway tween the time Ameritech receives the service order from le to the CLEC. the number of 855 FOCs for electronically received orders), as a percentage of the total number of 855 FOCs for the reporting period.	nong other eritech to the d on the
Business Rules:	 The measure is calculated using business d Requests received after 7:00 p.m. are consi Rejected orders 	lays only (i.e., Monday - Friday, excluding holidays). idered as received on next business day.	
Included the second	Rejected orders Electronically received orders only		
	EDI-based orders only		
Market Market	MOLECULE	RETAIL 1	79. 3
Disagnation of	Resale Unbundled Loops		
System Seurce Mile	For Internal Use Only		
-)	For Internal Use Only		



Measurement Type:

Outcome



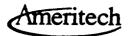
D. D. B. L. C. S.	ODDEDDIC 4:BOOKSONIC	DIS A CORECA TION OF TROOPING	
REFERENCE:	ORDERING & PROVISIONING—Order Status Measurements.	DISAGGREGATION CATEGORIES:	WR
MEASUREMENT:	Average Completion Notice Interval	√ Resale	X
		✓ Unbundled Loops	X
S.M. Expert(s):	For Internal Use Only		
AIIS Contact(s):	For Internal Use Only		
Reporting Period:	One Calendar Month		
Calculation:	{Σ[(Date and Time Completion Notification M of Completion Notifications for Electronically Benchmark Percentage:	ade Available to the CLEC) – (Completion Date)]} / Received Processed Orders	Total Number
	Number of Completion Notifications Made Av Number of Completion Notifications for Electr		
Description(s) / Definition (s):	the total number of completion notifications for Completion notification is communication supplemental orders) has been completed. Completion date is the date the requested date). The system assumes that all completed. Benchmark Percentage: "Percent within a Specified Interval" measures	es the average completion notification response time relectronically received orders processed within the to the CLEC that all work requested on the CLEC of work has been completed (the installation date equalstions for the day are completed at 12:00am (00:00:00) the number of completion notifications made available entage of the total number of completion notification the reporting period.	reporting period. rder (and any s the completion)) of that day.
Business Rules:	The measure is calculated using business of the control of th	lays only (i.e., Monday - Friday, excluding holidays)	
Exclusions:	Rejected orders		
Inclusions:	Electronically received orders only EDI-based orders only		
Market: 5.		RETAIL	e de la composición
Disaggregation:	Resale Unbundled Loops		
System Source:	For Internal Use Only		
Data Source:	For Internal Use Only		





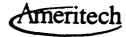
		Measurement Type:	<u>Ind</u>	icato
REFERENCE:	ORDERING & PROVISIONING - Held DISAGO	GREGATION CATEGORIES:	W	R
الرادان وواد والمستحدد والمستحدد	✓ Resa	le POTS	x	x
MEASUREMENT:	Average Interval for Past Due Orders		^	
125	_	indled Loops	x	
S.M. Expert(s):	For Internal Use Only			
AllS Contact(s): ==	For Internal Use Only			
Reporting Period:	One Calendar Month			,
Calculation:	$\{\Sigma[(Completion Date) - (Due Date)]\}$ / Total Number of	Past Due Orders		
	"Average Interval for Past Due Orders" measures the ave date to completion date, for all past due orders completed. A valid order contains all relevant and correct inform. A past due order is defined as an order that is completed. The confirmed due date is defined as the date assigns FOC (Firm Order Confirmation) representing the date order by activating service on the line. FOC (Firm Order Confirmation) is defined as an ack items: circuit number, order number, and a confirmed CLEC stating that the order will be worked as submit confirmation. A completion date is the date the requested work has installation date) A service order is considered "installed" when service. The measure is calculated using calendar days. The order is counted in the period that it is closed (e. Subsequent due date changes by and for Ameritech of is calculated.	within the reporting period. nation required to fully process the order, eted on a date after its confirmed order due date et by Ameritech and communicated to the CLE te that Ameritech has committed to complete the nowledgement to the customer that provides and due date. The confirmation is sent from Amerited or worked with the modifications specified been completed. (The completion date equals the is activated on the line. g. paperwork is completed).	c. C via a e service nong other tech to the the	e her o the
	Supplemental orders by the customer may change the	due date by which this measure is calculated.		
Exclusions:	 Cancelled orders Force majeure (as defined in the interconnection agree Delaying events as defined in the interconnection agree customer not ready, no access) Incumbent LEC orders associated with internal use or access. 	reements) reements (e.g., customer-caused missed appoint	ments -	
Inclusions	Valid Orders Only			
	 All change (C), new (N), and to (T) type orders and r 	elated supplement orders		
	WHOLESALDIO	RETAIL: 2 4 - 2		
Disaggregation:	Resale Residence POTS	Retail Residence POTS		
The state of	Resale Business POTS	Retail Business POTS		
	Resale Centrex	Retail Centrex		
	For Internal Use Only	For Internal Use Only		
Data Source: pasient	For Internal Use Only	For Internal Use Only		





	. •	Measurement Type:	<u>Indi</u>	icato
REFERENCE:	ORDERING & PROVISIONING - Held Order Measurements	DISAGGREGATION CATEGORIES:	·W	R
MEASUREMENT:	Average Interval for Past Due Loops	Resale POTS	x	X
		✓ Unbundled Loops	x	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s): :.	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	{Σ[(Completion Date) – (Due Date)]} / Total	Number of Past Due Loops		
Description(s) / Definition (s):	date to completion date, for all past due loops A valid order contains all relevant and co A past due loop is defined as a loop that i The confirmed due date is defined as the	res the average elapsed number of days from the confirme completed within the reporting period. rrect information required to fully process the order, is completed on a date after its confirmed order due date, due date assigned by Ameritech and communicated to the ting the date that Ameritech has committed to complete the date of the date that Ameritech has committed to complete the date of the date and date and date are date of the date.	CLEC v	
	items: circuit number, order number, and CLEC stating that the order will be worke confirmation. A completion date is the date the requeste loop on a service order is closed out with A loop is considered "installed" when the	unbundled loop is in place by Ameritech.	eritech to d on the	the .
Business Rales:	change the original order date by which the	losed (e.g. paperwork is completed). Ameritech (except in situations involving special construct	·	not
Exclusions:		nection agreements) issed appointments - customer not ready, no access)		
Inclusions	 Valid Orders Only Unbundled loops include Analog 2W loop 			
Market: '	WHOLESALE	RETAIL "		
Disaggregation:	Unbundled Loops			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			\neg





		Measurement Type:	Outcor
REFERENCE:	ORDERING & PROVISIONING — Installation Troubles Measurement	DISAGGREGATION CATEGORIES:	W F
MEASUREMENT:	Installation Trouble Reports (New Service Failures)	✓ Resale POTS	хх
	i	Unbundled Loops	X
S.M. Expert(s):	For Internal Use Only		
AIIS Coutact(s):	For Internal Use Only		
Reporting Period:	One Calendar Month		
Calculation:	(Number of Trouble Reports Received on Service Installations Completed) X 100	te Orders Within 7 Days After Completion / Total Number	er of Order
Description(s)-(ures)" measures the number of service orders that receive ervice order has been completed, as a percentage of total ag period.	
	to report trouble with their Resale/Retail Se		
	 An order installation has been completed we equals the completion date) A service order is considered installed when 	hen the requested work has been completed. (The installant service is activated on the line.	tion date
Business Rules: V	The measure is calculated using calendar da		
Exclusions:	as resolved or closed. • Force majeure (as defined in the interconnection)	all on a previously reported trouble that has not yet been	reported
	Employee reports		
		c phone line (e.g., a report of a drop wire down)	
Inclusions:	plant), and 5 (central office)	e disposition codes 3 (regulated wire & equipment), 4 (or	utside
Market	 New (N), change (C), and to (T) type order WHOLESALE 	RETAIL	
Disaggregation	Resale Residence POTS	Retail Residence POTS	
	Field Visit	• Field Visit	
	Non-Field Visit	Non-Field Visit	
	Resale Business POTS	Retail Business POTS	
	 Field Visit 	 Field Visit 	
	 Non-Field Visit 	Non-Field Visit	
	Resale Centrex	Retail Centrex	
	 Field Visit 	 Field Visit 	
* 4	Non-Field Visit	Non-Field Visit	
	For Internal Use Only	For Internal Use Only	
Data Source: 15.3	For Internal Use Only	For Internal Use Only	

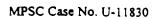




		M	easurement Type:	<u>Ou</u>	tcome
REFERENCE:	ORDERING & PROVISIONING Installation Troubles Measurement	DISAGGREGATION CATEGO	RIES:	W	R
MEASUREMENT:	Installation Trouble Reports (New Service Failures)	Resale POTS		х	X
		✓ Unbundled Loops		X	
S.M. Expert(s):	For Internal Use Only				
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	(Number of Trouble Reports Received on Loo Installations Completed) X 100	s Within 7 Days After Completion	Total Number of Loc	p	
Definition (a):	within the first 7 days after the loop has be completed in the reporting period. A trouble report is generated in Ameritech with their service.	· · · · · · · · · · · · · · · · · · ·	·		
	equals the completion date.) A loop is considered "installed" when the	en the requested work has been com unbundled loop is in place by Amer	•	n date	
Business Rules: 74	equals the completion date.)	unbundled loop is in place by Amer	•	n date	
Exclusions:	equals the completion date.) A loop is considered "installed" when the The measure is calculated using calendar of Trouble tickets involving interexchange of EXC trunks), and CPE Disconnect "D" orders Force majeure (as defined in the interconn	unbundled loop is in place by Amerays. Triers, request for information, interestion agreements)	itech.		3
Exclusions:	equals the completion date.) A loop is considered "installed" when the The measure is calculated using calendar of Trouble tickets involving interexchange of IXC trunks), and CPE Disconnect "D" orders Force majeure (as defined in the interconn Unbundled loops include Analog 2W loop	unbundled loop is in place by Amerays. Triers, request for information, interestion agreements)	itech.		3
Exclusions:	equals the completion date.) A loop is considered "installed" when the The measure is calculated using calendar of Trouble tickets involving interexchange of EXC trunks), and CPE Disconnect "D" orders Force majeure (as defined in the interconn	unbundled loop is in place by Amerays. Triers, request for information, interestion agreements)	itech.		3
Exclusions:	equals the completion date.) A loop is considered "installed" when the The measure is calculated using calendar of Trouble tickets involving interexchange of IXC trunks), and CPE Disconnect "D" orders Force majeure (as defined in the interconn Unbundled loops include Analog 2W loop	unbundled loop is in place by Ameriays. Triers, request for information, interestion agreements) s only	itech.		3
Exclusions: Inclusions: Market:	equals the completion date.) A loop is considered "installed" when the The measure is calculated using calendar of Trouble tickets involving interexchange of DKC trunks), and CPE Disconnect "D" orders Force majeure (as defined in the interconn Unbundled loops include Analog 2W loop WHOLESALE	unbundled loop is in place by Ameriays. Triers, request for information, interestion agreements) s only	itech.		3



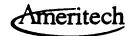
	.•	Measurement Type:	Ind	icator
REFERENCE:	ORDERING & PROVISIONING - Order	DISAGGREGATION CATEGORIES:	W	R
	Quality Measurements	Sagarrana 1 Colom		
গল সম্পন্নকট	1	√ Resale	X	
MEASUREMENT:	Percentage of Order Flow Through			
TO SERVICE STREET		✓ Unbundled Loops	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	(Number of Electronically Received Orders the Received Electronically) X 100	at Are Electronically Processed / Total Number of Valid (Orders	
Description(s) / Definition (s):	A valid order contains all relevant and cor An electronically received order is an order interface, and flows to downstream system. A rejected order is an order that does not period ordering interface.	bass system checks and is electronically returned to the Cluce.	eriod. terface. DI orde	ring
	Orders are counted in the reporting period	that they are received.	<u></u>	
Exclusions:	Rejected orders			
Inclusions:	Valid orders only			
	EDI-based orders only			
Market:	WHOLESALE	RETAIL		
Disaggregation:	Resale	1		1
	 Unbundled Loops 			
System Source: 💸 🗆	For Internal Use Only			
Data Source:	For Internal Use Only			





		IVICA34	rement Type:	<u>Indi</u>	Cato
REFERENCE:	ORDERING & PROVISIONING - Order Quality Measurements	DISAGGREGATION CATEGORIE	S :	W	R
MEASUREMENT:	Percentage of Rejected Orders (Service Order Accuracy - Electronically Received Order Quality)	✓ Resale	•	x	
		✓ Unbundled Loops		X	
S.M. Expert(s):	For Internal Use Only				
AHS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	(Number of Electronically Received Orders El Processed Orders) X 100	ectronically or Manually Rejected / Tota	Number of Elec	tronica	lly
	i limitati di cieca diresta receives discis mar a	re electronically of manually rejected by '	the service center	rasa	
	An electronically received order is an order of a control order order. An electronically received order is an order order order is an order order. An electronically processed order is an order interface, and flows to downstream system. A rejected order is an order that does not processing accepted by the EDI ordering interface.	er that is transmitted to Ameritech via the der that has passed system checks, been a as without manual intervention bass system checks and is electronically re	EDI ordering in scepted by the El	terface. DI orde	ring
Business Rules:	 An electronically received order is an order interface, and flows to downstream system A rejected order is an order that does not processed. 	ised electronically in the reporting period er that is transmitted to Ameritech via the der that has passed system checks, been and as without manual intervention pass system checks and is electronically re	EDI ordering in scepted by the El	terface. DI orde	ring
Business Rules:	An electronically received order is an order of an electronically received order is an order of an electronically processed order is an order interface, and flows to downstream system. A rejected order is an order that does not processed ordering interface.	ised electronically in the reporting period er that is transmitted to Ameritech via the der that has passed system checks, been and as without manual intervention pass system checks and is electronically re	EDI ordering in scepted by the El	terface. DI orde	ring
Definition (s): Business Rules: Exclusions: Inclusions:	 An electronically received order is an order interface, and flows to downstream system A rejected order is an order that does not processed. 	ised electronically in the reporting period er that is transmitted to Ameritech via the der that has passed system checks, been and as without manual intervention pass system checks and is electronically re	EDI ordering in scepted by the El	terface. DI orde	ring
Business Rules:	An electronically received order is an order of an electronically received order is an order of an electronically processed order is an order interface, and flows to downstream system. A rejected order is an order that does not proceed by the EDI ordering interface. Rejected orders only	ised electronically in the reporting period er that is transmitted to Ameritech via the der that has passed system checks, been and as without manual intervention pass system checks and is electronically re	EDI ordering in scepted by the El	terface. DI orde	ring
Business Rules: Exclusions: Inclusions:	An electronically received order is an order of an electronically received order is an order order is an order order order order is an order order order order order is an order orde	ised electronically in the reporting period or that is transmitted to Ameritech via the der that has passed system checks, been as without manual intervention pass system checks and is electronically reace.	EDI ordering in scepted by the El	terface. DI orde	ring
Business Rules: Exclusions: Inclusions: Market: Disaggregation:	Percentage of the total number of orders proces An electronically received order is an order. An electronically processed order is an order interface, and flows to downstream system. A rejected order is an order that does not processed ordering accepted by the EDI ordering interface. Rejected orders only. WHOLESALE. Resale.	ised electronically in the reporting period or that is transmitted to Ameritech via the der that has passed system checks, been as without manual intervention pass system checks and is electronically reace.	EDI ordering in scepted by the El	terface. DI orde	ring



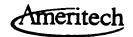


		Measurement Type:	<u>Out</u>	tcom
REFERENCE:	911 DATABASE UPDATE AND DISAGG	REGATION CATEGORIES:	W	R
MEASUREMENT		ved Electronically	x	X
Consumer Con	Recei	ved Manually	X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	(Number of Electronically Received CRU Files Not Pro Electronically Received CRU Files Processed) X 100	cessed by the Next Business Day / Total Number	r of	
Description(s) / Definition (s):	"Customer Record Update Files Not Processed by the N number of electronically received customer record upda business day, as a percentage of the total number of CR reporting period.	te (CRU) files that are not processed by the end	of the ne	the ext
	A <u>customer record update</u> (CRU) is defined as a change and/or address. A Customer Record Update may affect are submitted in batch as a Customer Record Update file	more than one customer record. Customer Reco		
	An <u>electronic CRU file</u> is the combination of multiple c (i.e. every hour) it may contain zero customer record up Electronic CRU files are received by the gateway, which	dates.	tematica	lly
Business Rules:	A business day is defined as Monday through Friday, 12			
	The next business day is defined as the following busine Tuesday at 8:00 a.m. needs to be processed by Wednesd	ess day by midnight (i.e., a file received at the ga	teway of	n a
	Files received at the gateway on Saturday, Sunday or Ho Ameritech holidays] will be considered as received on the considered "received" on Monday and must be processed.	he next business day (i.e., a file received on Satu		l be
Exclusions				
Inclusions	 The Wholesale results contain data for only facilities Because the process handles both Retail and non-facilities (both are sent in the same data file) they can not be entities are combined in one overall measure and process. 	cilities based Telcos (i.e. Resale) orders in the sa distinguished by the supporting system. Therefo		
Market:	WHOLESALE	RETAIL		٠.
Disaggregation:				
Carlo Sales Con Control	For Internal Use Only	For Internal Use Only		
System See Co. See	. 0	1 or miletime out only		



				Measurement Type:	Ind	ICATO
REFERENCE:	911 DATABASE UPDATE AND ACCURACY	DISAGGE	EGATION CATEGO	RIES:	W	R
MEASUREMENT:	Customer Record Update Files Not Processed by the Next Business Day	Receive	ed Electronically		X	X
	1	✓ Receive	d Manually		х	
S.M. Expert(s):	For Internal Use Only					
AIIS Contact(s):-	For Internal Use Only			······································		
Reporting Period:	One Calendar Month					
Calculation:	(Number of Manually Received CRU File Received CRU Files Processed) X 100					ly
Description(s) / Definition (s):	"Customer Record Update Files Not Proce number of manually received customer rec business day, as a percentage of the total n period.	ord update (CF	(U) files that are not pro	cessed by the end of the	next	ting
	A <u>customer record update</u> (CRU) is define and/or address. A Customer Record Upda are submitted in batch as a Customer Reco	te may affect m				
	A manual CRU file is a combination of CF many updates or changes to the Selective I information, such as telephone number, na	Router/Automat	ic Location Identifier de			מ
Business Rules:		Router/Automai me and/or addr	ic Location Identifier da	tabase pertaining to end	i-user	n
Business Rules:	many updates or changes to the Selective I information, such as telephone number, na A business day for manually submitted CR	Router/Automat me and/or addr IU Files is defin	ic Location Identifier dates. led as Monday through	Friday, 9:00 a.m. to 6:00	i-user	n
Business Rules:	many updates or changes to the Selective I information, such as telephone number, na A business day for manually submitted CR Mountain Time.	Router/Automateme and/or addr MU Files is defined The marked "receive marked "receive marked"	ic Location Identifier datess. led as Monday through ived" as of the following	Friday, 9:00 a.m. to 6:00 g business day.	i-user 0 p.m.	
Business Rules:	many updates or changes to the Selective I information, such as telephone number, na A business day for manually submitted CR Mountain Time. Files sent during non-business hours will to The next business day is defined as the end a.m. needs to be processed by Wednesday Files received on Saturday, Sunday, or holl will be considered as received on the next	Router/Automate me and/or addr EU Files is defined the marked "receive marked "receive for the following at 6:00 p.m.). Indianal formation of the following for the followin	ic Location Identifier dates. led as Monday through ived as of the following business day (i.e., a for defined as the eight (8)	Friday, 9:00 a.m. to 6:00 g business day. The received on a Tuesday recognized Ameritech	op.m. op.m. op.m.	00 rs]
	many updates or changes to the Selective I information, such as telephone number, na A business day for manually submitted CR Mountain Time. Files sent during non-business hours will to the next business day is defined as the end a.m. needs to be processed by Wednesday. Files received on Saturday, Sunday, or hole	Router/Automate me and/or addr EU Files is defined the marked "receive marked "receive for the following at 6:00 p.m.). Indianal formation of the following formation of the followin	ic Location Identifier dates. led as Monday through ived as of the following business day (i.e., a for defined as the eight (8)	Friday, 9:00 a.m. to 6:00 g business day. The received on a Tuesday recognized Ameritech	op.m. op.m. op.m.	00 rs]
Exclusions:	many updates or changes to the Selective I information, such as telephone number, na A business day for manually submitted CR Mountain Time. Files sent during non-business hours will to The next business day is defined as the end a.m. needs to be processed by Wednesday Files received on Saturday, Sunday, or holl will be considered as received on the next	Router/Automai me and/or addr U Files is define the marked "rece the of the following at 6:00 p.m.). idays (currently business day (i. y 6:00 p.m.).	ic Location Identifier datess. led as Monday through ived as of the following business day (i.e., a file defined as the eight (8) e., a file received on Sat	Friday, 9:00 a.m. to 6:00 g business day. The received on a Tuesday recognized Ameritech	op.m. op.m. op.m.	00 rs]
Business Rulee: Exclusions: Inclusions: Market:	many updates or changes to the Selective I information, such as telephone number, na A business day for manually submitted CF Mountain Time. Files sent during non-business hours will business day is defined as the end a.m. needs to be processed by Wednesday. Files received on Saturday, Sunday, or hold will be considered as received on the next Monday and must be processed by Tuesday.	Router/Automai me and/or addr U Files is define the marked "rece the of the following at 6:00 p.m.). idays (currently business day (i. y 6:00 p.m.).	ic Location Identifier datess. led as Monday through lived as of the following business day (i.e., a for defined as the eight (8) e., a file received on Saturbased carriers.	Friday, 9:00 a.m. to 6:00 g business day. The received on a Tuesday recognized Ameritech	op.m. op.m. op.m.	00 rs]
Exclusions: Inclusions:	many updates or changes to the Selective I information, such as telephone number, na A business day for manually submitted CF Mountain Time. Files sent during non-business hours will business day is defined as the end a.m. needs to be processed by Wednesday. Files received on Saturday, Sunday, or hold will be considered as received on the next Monday and must be processed by Tuesday. The Wholesale results contain data for	Router/Automai me and/or addr IU Files is define the marked "rece if of the following at 6:00 p.m.). idays [currently business day (i. y 6:00 p.m.).	ic Location Identifier datess. led as Monday through ived as of the following business day (i.e., a file defined as the eight (8) e., a file received on Saturbased carriers.	Friday, 9:00 a.m. to 6:00 g business day. The received on a Tuesday recognized Ameritech fourday is considered "recognized for the recognized area."	op.m. op.m. op.m.	00 rs]
Exclusions: Inclusions: Market:	many updates or changes to the Selective I information, such as telephone number, na A business day for manually submitted CF Mountain Time. Files sent during non-business hours will business day is defined as the end a.m. needs to be processed by Wednesday. Files received on Saturday, Sunday, or hold will be considered as received on the next Monday and must be processed by Tuesday. The Wholesale results contain data for	Router/Automai me and/or addr IU Files is define the marked "rece if of the following at 6:00 p.m.). idays [currently business day (i. y 6:00 p.m.).	ic Location Identifier datess. led as Monday through ived as of the following business day (i.e., a file defined as the eight (8) e., a file received on Saturbased carriers.	Friday, 9:00 a.m. to 6:00 g business day. The received on a Tuesday recognized Ameritech fourday is considered "recognized for the recognized area."	op.m. op.m. op.m.	00 rs]





		Measurement Ty	pe: <u>Indi</u>	cato
REFERENCE:	911 DATABASE UPDATE AND ACCURACY	DISAGGREGATION CATEGORIES:	W	R
MEASUREMENT:	Errors in Customer Record Update Files	✓ Received Electronically	X	
· · · · · · · · · · · · · · · · · · ·	1	Received Manually	x	
S.M. Expert(s):	For Internal Use Only		 	
AIIS Contact(s):st.	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculations	(Number of Erred Customer Record Upda Received Electronically) X 100	tes Received Electronically / Total Number of Customer	Record Upda	tes
	Note: This measure is calculated on a per		N. 1. 21.	
	An <u>erred CRU</u> is defined as a CRU that di Selective Router /Automatic Location Idea	ors, would produce an error rate of 2%. d not pass the series of edit checks and therefore, was not		
Business Rules:	An <u>erred CRU</u> is defined as a CRU that di Selective Router /Automatic Location Idea	ors, would produce an error rate of 2%. d not pass the series of edit checks and therefore, was not ntifier database.		
Exclusions:	An erred CRU is defined as a CRU that di Selective Router /Automatic Location Idea Electronic CRU files are received by the g	ors, would produce an error rate of 2%. d not pass the series of edit checks and therefore, was not ntifier database. ateway which is the front-end to the 911 system.		
Exclusions:	An erred CRU is defined as a CRU that di Selective Router /Automatic Location Idea Electronic CRU files are received by the g The Wholesale results contain data for	ors, would produce an error rate of 2%. d not pass the series of edit checks and therefore, was not ntifier database. ateway which is the front-end to the 911 system. r only facilities-based carriers.		
Exclusions:	An erred CRU is defined as a CRU that di Selective Router /Automatic Location Idea Electronic CRU files are received by the g	ors, would produce an error rate of 2%. d not pass the series of edit checks and therefore, was not ntifier database. ateway which is the front-end to the 911 system. r only facilities-based carriers.		
Business Rules: Exclusions: Inclusions: Market: Disaggregation:	An erred CRU is defined as a CRU that di Selective Router /Automatic Location Idea Electronic CRU files are received by the g The Wholesale results contain data for	ors, would produce an error rate of 2%. d not pass the series of edit checks and therefore, was not ntifier database. ateway which is the front-end to the 911 system. r only facilities-based carriers.		
Exclusions: Inclusions: Market:	An erred CRU is defined as a CRU that di Selective Router /Automatic Location Idea Electronic CRU files are received by the g The Wholesale results contain data for WHOLESALE	ors, would produce an error rate of 2%. d not pass the series of edit checks and therefore, was not ntifier database. ateway which is the front-end to the 911 system. r only facilities-based carriers.		





		Me	asurement Type:	Indica	toı
REFERENCE:	911 DATABASE UPDATE AND ACCURACY	DISAGGREGATION CATEGORI	ES:	W F	R
MEASUREMENT:	Errors in Customer Record Update Files	Received Electronically	••	x	
and the second second		✓ Received Manually		x	
S.M. Expert(s):	For Internal Use Only				_
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	(Number of Erred CRUs Received Manua	lly/ Total Number of Manually Received	CRUs) X 100		
Description(s) / Definition (s):	(CRU) with errors as a percentage of the temperiod. Note: This measure is calculated on a percentaining 100 records, 2 records with errors as a percentaining 100 records, 2 records with errors and a customer record update (CRU) SCC Communications Corp. A file may cuser information, such as telephone numb	file is a combination of CRU's bundled intontain many updates or changes to the SRA er, name and/or address. d not pass the series of edit checks and the	processed in the report r example, 1 CRU file to a file that is sent vional.	e e a fax to ing to end	l -
Business Rules: 6					_
Exclusions:					
Inclusions:	The Wholesale results contain data for				
Market:	WHOLESALE	RETAIL	· · · · · · · · · · · · · · · · · · ·		
Disaggregation:					
System Source:	For Internal Use Only		····		
Data Source:	For Internal Use Only				



			Measurement Type:	Out	com
REFERENCE:	911 DATABASE UPDATE AND ACCURACY	DISAGGREGATION CATE	GORIES:	w	R
MEASUREMENT:	Erred Customer Record Update Files Not Returned by Next Business Day	✓ Received Electronically		Х	X
(%) Conert(e)*		Received Manually		X	
S.M. Expert(s):	For Internal Use Only				
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	(Number of Erred Customer Record Update Electronically/ Number of Erred CRU Files	Received Electronically) X 100)		
Description(s) / Definition (s):	"Erred Customer Record Update Files Not I the number of erred customer record update day following processing completion, as a perrors reported during the reporting period. Note: As records pass through the edit check address not valid) and written to an error file processing.	(CRU) files that are not returned ercentage of the total number of cs, records identified with errors	to the gateway by the next electronically received CRU are assigned a reason code (busines files w	s ith
	Once created, an <u>Erred Customer Record Ur</u> for retrieval by the submitting carrier.	odate File is returned back to the	gateway and time stamped (by SCC)
	Electronic CRU files are received by the gat	eway which is the front-end to th	e 911 system.		
Business Rules:	A business day is defined as Monday throug The next business day is defined as the follo Tuesday at 8:00 a.m. needs to be processed by	wing business day by midnight (i		eway or	1 a
	Files processed on Saturday, Sunday, or holi will be considered processed on the next bus on Monday and must be returned by Tuesda	siness day (i.e., a file received on			
Exclusions: 😂					
Inclusions:	 The Wholesale results contain data for of Because the process handles both Retail (both are sent in the same data file) they entities are combined in one overall me 	and non-facilities based Telcos (can not be distinguished by the	supporting system. Therefor		
Market:	WHOLESALE	RETAIL			
Disaggregation:					
7-11-11-11-11	For Internal Use Only	For Internal Use (
Drin Sonice	For Internal Use Only	For Internal Use (Only		



. .	Measurement Type:	Indi	cator
911 DATABASE UPDATE AND ACCURACY	DISAGGREGATION CATEGORIES:	w	R
Erred Customer Record Update Files Not Returned by Next Business Day	Received Electronically	X	X
•	✓ Received Manually	Х	
For Internal Use Only			
For Internal Use Only			
One Calendar Month			
Number of Erred CRU Files Received Man	ually) X 100	•	•
number of erred customer record update (C	RU) files that are not returned by the next business day follo-	wing	
Once created, an <u>Erred Customer Record U</u> as the outgoing timestamp on the fax.	pdate File is faxed back to the CLEC. The time of "return" w	ill be no	oted
Mountain Time. The next business day is defined as the end	of the following business day (i.e., a file received on a Tueso	•	00
will be considered processed on the next bu	siness day (i.e., a file received on Saturday will be marked "p		
WHOLESALE	RETAIL .		
ror internal Use Unity			
	Erred Customer Record Update Files Not Returned by Next Business Day For Internal Use Only For Internal Use Only One Calendar Month (Number of Erred Customer Record Update Number of Erred CRU Files Received Man "Erred Customer Record Update Files Not number of erred customer record update (Customer Record Update Files Not number of erred customer record update (Customer Record Update Files Not number of erred customer record update (Customer Record Update Files Not number of erred customer record update (Customer Record Update Files Not number of erred customer record update (Customer Record Update Files Not number of erred customer Record Update (Customer Record Update Files Not number of erred customer Record Update (Customer Record Update Files Not number of erred customer Record Update (Customer Record Update Files Not number of erred customer Record Up	### PIT DATABASE UPDATE AND ACCURACY Erred Customer Record Update Files Received Electronically Not Returned by Next Business Day ### Received Manually For Internal Use Only One Calendar Month (Number of Erred Customer Record Update Files Not Returned by the Next Business Day - Received Number of Erred CRU Files Received Manually) X 100 "Erred Customer Record Update Files Not Returned by the Next Business Day - Received Manually" number of Erred CRU Files Files Not Returned By The Next Business Day - Received Manually" number of erred customer record update (CRU) files that are not returned by the next business day follow processing completion, as a percentage of the total number of manually received CRU files with errors of during the reporting period. Note: As manual records pass through the edit checks, records identified with errors are assigned a reason 101 address not valid) and written to an end of day error report. This report will consist of errors found in processed during the day. Once created, an Erred Customer Record Update File is faxed back to the CLEC. The time of "return" was the outgoing timestamp on the fax. A business day for manually submitted CRU Files is defined as Monday through Friday, 9:00 a.m. to 6:00 Mountain Time. The next business day is defined as the end of the following business day (i.e., a file received on a Tuesdam. needs to be processed by Wednesday at 6:00 p.m.). Files processed on Saturday, Sunday, or holidays [currently defined as the eight (8) recognized Amerited will be considered processed on the next business day (i.e., a file received on Saturday will be marked "pon Monday and must be returned by Tuesday at 6:00 p.m.). The Wholesale results contain data for only the facilities-based carriers. ###################################	DISAGGREGATION CATEGORIES: W ACCURACY Erred Customer Record Update Files Received Electronically X Not Returned by Next Business Day ✓ Received Manually ✓ Received Manually X For Internal Use Only One Calendar Month (Number of Erred Customer Record Update Files Not Returned by the Next Business Day - Received Manually) "Erred Customer Record Update Files Not Returned By The Next Business Day - Received Manually" measure number of erred customer record update (CRU) files that are not returned by the next business day following processing completion, as a percentage of the total number of manually received CRU files with errors reported during the reporting period. Note: As manual records pass through the edit checks, records identified with errors are assigned a reason code (101 address not valid) and written to an end of day error report. This report will consist of errors found in any fi processed during the day. Once created, an Erred Customer Record Update File is faxed back to the CLEC. The time of "return" will be not as the outgoing timestamp on the fax. A business day for manually submitted CRU Files is defined as Monday through Friday, 9:00 a.m. to 6:00 p.m. Mountain Time. The next business day is defined as the end of the following business day (i.e., a file received on a Tuesday at 9: a.m. needs to be processed by Wednesday at 6:00 p.m.). Files processed on Saturday, Sunday, or holidays [currently defined as the eight (8) recognized Ameritech holiday will be considered processed on the next business day (i.e., a file received on Saturday will be marked "processe on Monday and must be returned by Tuesday at 6:00 p.m.). Files Processed results contain data for only the facilities-based carriers. WHOLESALE For Internal Use Only

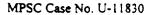


		Measurement Type:	Outcom
REFERENCE:	REPAIR & MAINTENANCE DISA	GGREGATION CATEGORIES:	W R
The second section is a section of		esale POTS	X X
MEASUREMENT:	Mean Time to Repair (in hours)		Λ Λ
		nbundled Loops	Х
S.M. Expert(s):	For Internal Use Only	100000000000000000000000000000000000000	
AIIS Contact(s):	For Internal Use Only		
Reporting Period:	One calendar month		
Calculation: x		and Time Initial Trouble Report Received)]} / (To	tal Number
***	of Initial Trouble Reports Closed)		
Description(s)/		rage service outage time for the total number of initi	ai trouble
Definition (s):	reports closed in the reporting period.		
		ouble report receipt until service is restored or "clear	
		stems when a customer (end-user or CLEC) contacts	s Ameritech
	to report trouble with their service.		
- AL-		of a particular trouble from a customer. A repeat tro	ouble report
4	is also considered an initial trouble report.	e contra de la companya de la compa	
		han one initial trouble report on the same telephone	line in a
	thirty-day period.		
		n Ameritech's systems coinciding with the resolution	of the
12.43	trouble report.		
Business Rules:	Counted in the month closed. (e.g. paperwork		
Exclusions:	Repair appointments for which the customer re-		
		on a previously reported trouble that has not yet been	n reported
	as resolved or closed		
	• • • • • • • • • • • • • • • • • • •	internal or administrative use of local services (App	lies to
	Retail only)		
	Cancelled trouble tickets		
700	 Force majeure (as defined in the interconnection 		
Andreas Santa	 Delaying events as defined in the interconnecti 	on agreements (e.g., no access)	
- 30	Employee reports		
	 Trouble reports not associated with a specific p 	hone line (e.g., a report of a drop wire down)	
Inclusions	Customer direct reports only		
1907	and the second of the second o	sposition codes 3 (regulated wire & equipment), 4 (o	outside
	plant), and 5 (central office)		
Market:	WHOLESALE	·	
Disaggregation:	 Resale Residence POTS 	Retail Residence POTS	
	 Regulated Wire & Equipment (Code 03) 	 Regulated Wire & Equipment (Coo 	de 03)
44 - 14 T	 Outside Plant (Code 04) 	 Outside Plant (Code 04) 	
	- Central Office (Code 05)	- Central Office (Code 05)	
	Resale Business POTS	Retail Business POTS	
Table 1	- Regulated Wire & Equipment (Code 03)	- Regulated Wire & Equipment (Coo	ie 03)
100	- Outside Plant (Code 04)	- Outside Plant (Code 04)	ŕ
	- Central Office (Code 05)	- Central Office (Code 05)	
	Resale Centrex	Retail Centrex	
	- Regulated Wire & Equipment (Code 03)	- Regulated Wire & Equipment (Coo	ie 03)
	- Outside Plant (Code 04)	- Outside Plant (Code 04)	00,
	- Central Office (Code 05)	- Central Office (Code 05)	
	- Central Office (Code 62)	- Central Office (Code 05)	
System Source:	For Internal Use Only	For Internal Use Only	



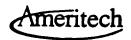


			Measurement Type:	Out	tcom
REFERENCE:	REPAIR & MAINTENANCE	DISAGGR	EGATION CATEGORIES:	W	R
MEASUREMENT:	Mean Time to Repair (in hours)	Resale		X	X
		✓ Unbun	iled Loops	X	
S.M. Expert(s):	For Internal Use Only				
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One calendar month				
Calculation:	\{\(\sum_{\text{[(Date and Time Measured Trouble I}\)}\) Number of Measured Trouble Reports (, ,	and Time Measured Trouble Report Received)]	} /(To	otal
	Benchmark Percentage: [Number of Measured Trouble Reports Measured Trouble Reports Closed] X 10		Specified Interval ("X" Hours)/Total Number of	of	
Description(s)/	"Mean Time to Repair (in hours)" meas trouble reports closed in the report	ures the average s ing period.	ervice outage time for the total number of meas	ured	
			report receipt until service is restored. when a customer contacts Ameritech to report	trouble	;
	categories: facilities, central office,	came clear, test (uble where the disposition falls into one of the solk, or no trouble found.		•
	trouble report.	ored" status in Am	eritech's systems coinciding with the resolution	i or une	
			r of measured trouble reports restored within a fineasured trouble reports closed in the reporting		
Business Rules:	 Counted in the month closed. (e.g. 				
Exclusions:	 Non-measured trouble tickets involutions, and CPE 		quested a later due date/time (the clock is stopp the carriers, request for information, interconnec		
	 Cancelled trouble tickets Force majeure (as defined in the interpretation) Delaying events (e.g., delays due to 				
Inclusions:	Unbundled loops include Analog 2 Customer reported troubles only		,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,		
Market:	WHOLESALE	. T	RETAIL		
Disaggregation:	Unbundled Loops				
System Sources	For Internal Use Only				
Data Source:	For Internal Use Only				



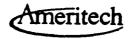
Measurement Type:

Outcome



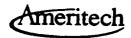
REFERENCE:	REPAIR & MAINTENANCE DISAGGI	EGATION CATEGORIES:	W R
	REFAIR & MAINTENANCE DISAGGI		• •
MEASUREMENT:	Trouble Report Rate	PUIS	x x
MEASUREMENT:	· · · · · · · · · · · · · · · · · · ·	11 45	
	<u> </u>	iled Loops	X
S.M. Expert(s):	For Internal Use Only		· · · · · · · · · · · · · · · · · · ·
AIIS Contact(s):	For Internal Use Only	<u> </u>	
Reporting Period:	One Calendar Month		
Calculation:	[Number of Initial Trouble Reports Closed in a 30 Day	Period / Number of Access Lines in Service	at the End of
7.7	the Reporting Period] X 100		
Description(s)/	"Trouble Report Rate" measures the number of initial tro		
Definition (s):	total number of lines reported to be in service at the end		
	 A trouble report is generated in Ameritech's system. to report trouble with their service. 	when a customer (end-user or CLEC) cont	acts Ameritech
	 An initial trouble report is the first notification of a 	particular trouble from a customer. A repea	t trouble report
	is also considered an initial trouble report.		
	 A closed trouble report has a "cleared" status in Am 	eritech's systems coinciding with the resolu	tion of the
100	trouble report.		
Business Rules:	 Counted in the month closed. (e.g. paperwork is con 	pleted)	
TO SECURE			
Exclusions:	Subsequent trouble reports - an additional call on a	previously reported trouble that has not yet	been reported
	as resolved or closed.		
	Cancelled trouble tickets		
10.78	Force majeure (as defined in the interconnection agr		
	Incumbent LEC trouble reports associated with inter	nal or administrative use of local services (applies to
	Retail only)		
	Employee reports		
	Trouble reports not associated with a specific phone	line (e.g., a report of a drop wire down)	
The state of the s	Installation trouble reports (new service failures)		
Inclusions:	Customer direct reports only		
-	Found network troubles only. These include disposi	tion codes 3 (regulated wire & equipment),	4 (outside
	plant), and 5 (central office)		
Market:	WHOLESALE	RETAIL	
Disaggregation:	Resale Residence POTS	Retail Residence POTS	
	Resale Business POTS	Retail Business POTS	
	Resale Centrex	Retail Centrex	
System Sources	For Internal Use Only	For Internal Use Only	
Data Source:	For Internal Use Only	For Internal Use Only	



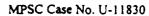


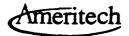
	*		Measurement Type:	Outcome
REFERENCE: MEASUREMENT:	REPAIR & MAINTENANCE Trouble Report Rate	DISAGGR Resale	EGATION CATEGORIES: POTS	W R X X
ay or present of	Trouble Report Texts	✓ Unbun	led Loops	X
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	[(Number of Measured Trouble Report Reporting Period] X 100	ts Closed in a 30 D	y Period) / Number of Loops in Service at the	End of the
Description(s) / Definition (s):	the total number of loops reported to be service. A trouble report is generated in A with their service.	ee in service at the e uneritech's systems stomer-reported tro	trouble reports closed in the reporting period of the reporting period, reported per 100 lowhen a customer contacts Ameritech to reportable where the disposition falls into one of the DK or no trouble found.	ops in
	trouble report.		eritech's systems coinciding with the resolution	n of the
Business Rules:	 Counted in the month closed. (e.g The measure is reported per 100 l 		pleted)	
Exclusions:	 Non-measured trouble tickets investigated in the investigated investigated in the investigated investigated in the investigated investigated in the investigated investig	nterconnection agre	e carriers, request for information, interconne	ection
Inclusions:	 Unbundled loops include Analog Customer reported troubles only 			
Market:	WHOLESALB		RETAIL	
Disaggregation:	Unbundled Loops			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only	·		





		Measurement Type:	Outcom	
REFERENCE:	REPAIR & MAINTENANCE	DISAGGREGATION CATEGORIES:	WR	
MEASUREMENT:	Percent Repeats - Maintenance	✓ Resale POTS	·x·x	
" " middelffym		Unbundled Loops	X	
S.M. Expert(s):43	For Internal Use Only			
AIIS Contact(s)::	For Internal Use Only			
Reporting Period:	One calendar month			
Calculation:	(Number of Repeat Trouble Reports Close	imber of Repeat Trouble Reports Closed) / Total Number of Initial Trouble Reports Closed) X 100		
Description(s)/		s the number of repeat trouble reports closed, as a percentage	of total	
Definition (s):	number of initial trouble reports closed, wi			
	 A <u>trouble report</u> is generated in Amer to report trouble with their service. 	itech's systems when a customer (end-user or CLEC) contacts	: Ameritech	
	is also considered an initial trouble re		•	
	trouble report.	" status in Ameritech's systems coinciding with the resolution		
	 A repeat report is counted when there is more than one initial trouble report on the same telephone line in a thirty-day period. 			
Business Rules:	 Counted in the month closed. (e.g. pages) 	perwork is completed)		
Exclusions: #3	 Subsequent trouble reports - an additional resolved or closed. Cancelled trouble tickets 	 Subsequent trouble reports - an additional call on a previously reported trouble that has not yet been reported as resolved or closed. 		
	Force majeure (as defined in the interest incumbent LEC trouble reports associated)	connection agreements) ated with internal or administrative use of local services (App	olies to	
	Retail only) Employee reports	(
The same of	= 1	specific phone line (e.g., a report of a drop wire down)		
	 Initial Trouble reports with disposition 	n code 1011 (Referred to DBAC or Annoyance Call Bureau), aintenance related) and 1370 - 1379 (CLEC end user calls reconstructed)		
Inclusions:	wire & equipment), 4 (outside plant),	nd network troubles only. These include disposition codes 3 (and 5 (central office)	regulated	
Market #	Customer direct reports only WHOLESALE	RETAIL		
Disaggregation	Resale Residence POTS	Retail Residence POTS	 	
Act of the state o	Resale Business POTS	Retail Residence POTS Retail Business POTS		
	Resale Centrex	Retail Centrex		
System Source: 1852	For Internal Use Only	For Internal Use Only		
	For Internal Use Only	For Internal Use Only		





	. •		Measurement Type:	Out	come
REFERENCE:	REPAIR & MAINTENANCE	DISAGGREGATION CATI	GORIES:	W X	R X
MEASUREMENT:	Percent Repeats – Maintenance	✓ Unbundled Loops		x	^
S.M. Expert(s):	For Internal Use Only				
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One calendar month				
Calculation:	(Number of Repeat Trouble Reports Clos	ed) / Total Number of Measured T	rouble Reports Closed) X 10	0	
Description(s) / Definition (s):	"Percent Repeats - Maintenance" measure number of measured trouble reports			age of	total
	 A trouble report is generated in Ame with their service. A measured trouble report is a custor categories: facilities, central office, of A closed trouble report has a "restore 	ner-reported trouble where the dispare clear, test OK or no trouble for	position falls into one of the sound.	followi	ng
	trouble report. A repeat report is counted when there	e is more than one trouble report or	n the same loop in a thirty-da	у регіо	d
Business Rules;	 Counted in the month closed. (e.g. pa 	aperwork is completed)			
Exclusions:	 Non-measured trouble tickets involving trunks, and CPE Cancelled trouble tickets Force majeure (as defined in the interest 		for information, interconnec	tion	
Inclusions	 Unbundled loops include Analog 2W Customer reported troubles only 				
Market:	WHOLESALE	RETAIL			
Disaggregation:	Unbundled Loops				
System Source:	For Internal Use Only				
Data Source:	For Internal Use Only				



Resale Centrex

System Source: For Internal Use Only
Data Source: For Internal Use Only

			Measurement Type:	Outc	ome
REFERENCE: MEASUREMENT:	REPAIR & MAINTENANCE Percentage of Customer Troubles Not Resolved within the Estimated Time	DISAGGR	EGATION CATEGORIES: POTS	w x	R X
>47.4	Vestigen Airmin rife Stringered Linia	Unbund	led Loops	X	
S.M. Expert(s):	For Internal Use Only				
AllS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	Reports Closed within the Reporting Period	1] X 100	nated Date and Time / Total Number of Initial		
Description(s) / Definition (s):	reported troubles not resolved within total number of initial trouble reports of A trouble report is generated in Amerito report trouble with their service. An initial trouble report is the first not is also considered an initial trouble report.	he Ameritech- closed within the tech's systems ification of a poort.	stimated Time" measures the number of initial provided date and time estimate, as a percentague reporting period. when a customer (end-user or CLEC) contacts articular trouble from a customer. A repeat troutech's systems coinciding with the resolution	ge of the Amerite ouble repo	ch
Business Rules:	 Counted in the month closed. (e.g. pap Customer direct reports only. 	erwork is com	pleted)		
Exclusions:	 Cancelled trouble tickets Incumbent LEC trouble reports associated Retail only) 		al or administrative use of local services (App		
	 as resolved or closed. Force majeure (as defined in the interest Delaying events as defined in the interest 				
	Employee Reports	•	ine (e.g., a report of a drop wire down)		
Inclusions:	Customer reported troubles only	becute buone i	ine (e.g., a report of a drop wire down)		
	WHOLESALE COMPANY	Energy No.	RETAIL		
Disaggregation:	Resale Residence POTS Resale Business POTS	. • • • • • • • • • • •	Retail Residence POTS Retail Business POTS	·	

Retail Centrex

For Internal Use Only

For Internal Use Only





		Measurement Ty	pe: <u>Outcom</u>
REFERENCE:	REPAIR & MAINTENANCE	DISAGGREGATION CATEGORIES:	W R
MEASUREMENT:	Percentage of Customer Troubles Not Resolved within the Estimated Time	Resale POTS	xx
	1	✓ Unbundled Loops	x
S.M. Expert(s):	For Internal Use Only		
AIIS Contact(s):	For Internal Use Only		
Reporting Period:	One Calendar Month		
Calculation:	Trouble Reports Closed within the Reporting		
Description(s) / Definition (s):		olved within Estimated Time" measures the number of rided date and time estimate, as a percentage of the total the reporting period.	
	with their service.	ech's systems when a customer contacts Ameritech to a er-reported trouble where the disposition falls into one of	•
	categories: facilities, central office, car		•
Business Rules:	Counted in the month closed. (e.g. paper)	erwork is completed)	
Exclusions:	Cancelled trouble tickets Non-measured trouble tickets involvin trunks, and CPE	g interexchange carriers, request for information, interes	connection
	Force majeure (as defined in the interc		
		connection agreements (e.g. no access)	
Inclusions:	 Unbundled loops include Analog 2W I Customer direct reports only 	pops only	
Market	WHOLESALE	RETAIL	
Disaggregation:	Unbundled Loops	ABAU	<u>_ · </u>
System Source:	For Internal Use Only		
Data Source:	For Internal Use Only		

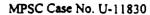


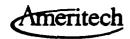


Measurement Type: Ot

Outcome

REFERENCE:	BILLING DISAGGREC	GATION CATEGORIES: W R
MEASUREMENT:	Daily Usage Timeliness - Not Provided / Resale	X
	on Time	•
S.M. Expert(s):	For Internal Use Only	
AIIS Contact(s):	For Internal Use Only	
Reporting Period:	One Calendar Month	
Calculation:	(Number of Daily Usage Records Transmitted > 5 Days from Records Transmitted) X 100	n the Origination Date / Total Number of Daily Usage
Description(s) /"	"Daily Usage Timeliness - Not Provided on Time" measures	
Definition (s):	reporting period, for which the elapsed time between the rec	ording of the usage record per the AMA to the date of
	DUF generation exceeds five days.	• •
	 A usage record is a record detailing each end user's use 	of the incumbent's services. (i.e. pay-per use, operator
***	assistance, and directory assistance).	
	AMA (Automated Message Accounting) refers to auton	nated message accounting - a Bellcore developed
	recording format used by Ameritech's central offices.	
Professo Delices	DUF - Daily Usage File	
Business Rules:	 The measure is calculated using business days only (i.e. All applicable days are determined based on a full 24-he 	• • • • • • • • • • • • • • • • • • • •
Exclusions:		
Inclusions:		
Market:	WHOLESALE	IETAIL .
Disaggregation: Time	Resale	
System Source: 34-	For Internal Use Only	
Data Source:	For Internal Use Only	





Measurement Type: Indicator

REFERENCE:	BILLING L. Committee and territories	DISACCE	EGATION CATEGORIES:	w	<u> </u>
MEASUREMENT:	Ameritech Electronic Billing System -	✓ Resale	ANTION CATEGORIES: 45	X	R
S.M. Expert(s): -	For Internal Use Only	*			
AIIS Contact(s): 1	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	(Number of AEBS Bills Transmitted Over I Transmitted) X 100	2 Days After 1	he Scheduled Billing Date / Total Number of A	EBS E	3ills
Description(s) / Definition (s):	 "Ameritech Electronic Billing System (AEBS) Billing Interval Cycle Time" measures the percentage of AEBS bills, within the reporting period, for which the elapsed time between the scheduled billing date and the AEBS file generation date exceeds twelve (12) days. The scheduled billing date is 12 days after the completion of the CLEC's bill period, as required in the interconnection agreements. Twelve Days equals 10 calendar days plus 2 business. If the 10th calendar day falls on a Sunday, the calculation is moved to Monday. 				
Business Rules:	 All applicable days are determined base 	d on a full 24	hour calendar day.	****	
Exclusions:					
Inclusions:					
Market:	WHOLESALE	Victorial States	RETAIL -		
Disaggregation: 1	Resale				
System Source:	For Internal Use Only				
Data Source:	For Internal Use Only				





Measurement Type: Indicator

REFERENCE: 4.5.	BILLING	DISAGGREGATION CATEGORIES: V	7 R		
MEASUREMENT:	Carrier Access Billing System - Bills Delivered Late	✓ UNE			
S.M. Expert(s):	For Internal Use Only				
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	(Number of Hardcopy CABS Bills Transm Number Of CABS Bills Scheduled for Del	tted Over 6 Calendar Days After the Scheduled Billing Date / Tot very) X 100	al		
Description(s)	"CABS - Bills Delivered Late" measures the number of hardcopy bills mailed over six calendar days after the billing date, as a percentage of the total number of CABS bills scheduled for delivery in the reporting period.				
Business Rules:	All applicable days are determined based on a full 24-hour calendar day.				
Exclusions					
Inclusions					
Market:	WHOLESALE	RETAIL			
Disaggregation	• UNE				
System Source:	For Internal Use Only				
Data Source: ***	For Internal Use Only				



MPSC Case No. U-11830

		Measurement Type:	Outcome
REFERENCE:	GENERAL - Systems Availability	DISAGGREGATION CATEGORIES:	WR
MEASUREMENT:	Percentage of Time Interface is Unavailable	/ Pre-Ordering	X
		EDI	X
المناهبين والودوي و		Access Service Request	X
A STATE OF THE STATE OF		EB/TA Trouble Entry	X
S.M. Expert(s):	For Internal Use Only		
AIIS Contact(s):	For Internal Use Only		
Reporting Period:	One Calendar Month		
Calculation:	[Amount of Time the Pre-Ordering Interfor of the Pre-Ordering Interface] X 100	face (CSR, TN, AV, DDS) Was Unavailable / Total Scheduled	l Availability
Definition (s):	record (CSR), telephone number (TN), as interface(s) were unavailable, as a percen "Scheduled Availability" refers to the	Jnavailable" measures the percentage of time in which the custodress validation (AV) or/and due date selection (DDS) pre-ortage of the total interface scheduled availability in the reportion the hours the system will accept transactions. (Note: Currently to 11:00 p.m. CST Monday through Friday and 8:00 a.m. to 5	rdering ng period. v the system is
Business Rules:			
Exclusions			
Inclusions			
Market	WHOLESALE	RETAIL	· Sugar
Disaggregation:	Resale		
System Sources	For Internal Use Only		
Data Source:	For Internal Use Only		





			Measurement Type:	Outcome
REFERENCE:	GENERAL - Systems Availability	DISAGGREGATION CATE	GORIES:	WR
MEASUREMENT:	Percentage of Time Interface is	Pre-Ordering		'x
	Unavailable	_		
-		√ EDI		X
一种 明显	j	Access Service Request		X
Total Party		EB/TA Trouble Entry		_X
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s): 🖫	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation	[Amount of Time the EDI Interface Was	Unavailable / Total Scheduled Avail	ability of the EDI Interface	X 100
Definition (s):	was unavailable, as a percentage of the to "Scheduled Availability" refers to the scheduled to be available 6:00 a.m. to on Saturday).	ne hours the system will accept trans-	ctions. (Note: Currently th	
Business Rules:				
Factorial SALTS In				· · ·
Exclusions				
Inclusions				
Inclusions	WHOLESALE	RETAIL	* **** **** **************************	
Inclusions	• Resale*			
Inclusions	Resale* Ameritech plans to migrate unbundled			
Inclusions	Resale* Ameritech plans to migrate unbundled EDI system.			





			Measurement T	ype: <u>Outcome</u>	
REFERENCE:	GENERAL - Systems Availability	DISAGGRI	EGATION CATEGORIES:	WR	
MEASUREMENT:	Percentage of Time Interface is	Pre-Order	ring	x	
通过一种原外	Unavailable		-		
The state of the second		EDI		X	
******		✓ Access Se	ervice Request	X	
7 9W W		EB/TA T	rouble Entry	X	
S.M. Expert(s):	For Internal Use Only				
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	(Amount of Time the ARIS/EXACT System) X 100	em Was Unavails	able / Total Scheduled Availability of the	he ARIS/EXACT	
Description(s) /					
Business Rules: 🚲					
Exclusions: 5 5					
Inclusions:					
Market:	WHOLESALE STATE		RETAIL	rij e s i sama	
Disaggregation: 🔩	• UNE				
System Source: R	For Internal Use Only				
Data Source:	For Internal Use Only				





	•	Measurement Type:	Indicator
REFERENCE:	GENERAL = Systems Availability	DISAGGREGATION CATEGORIES:	WR
MEASUREMENT:	Percentage of Time Interface is Unavailable	Pre-Ordering	x
		EDI	X
1		Access Service Request	x
		EB/TA Trouble Entry	X
S.M. Expert(s): = > "	For Internal Use Only		
AIIS Contact(s): -	For Internal Use Only		
Reporting Period:	One Calendar Month		
Calculation: Falls	(Amount of Time the EB/TA Interface W 100	as Unavailable / Total Scheduled Availability of the EB/TA I	nterface) X
Description(s)*(**)* Definition (s):	Bonding Trouble Administration (EB/TA scheduled availability in the reporting per	Inavailable" measures the percentage of time in which the Ele) Interface was unavailable, as a percentage of the interface's	
		e hours the system will accept transactions. (Note: Currently,	the hours of
Business Rales:			the hours of
		e hours the system will accept transactions. (Note: Currently,	the hours of
		e hours the system will accept transactions. (Note: Currently,	the hours of
Business Raies: Exclusions: Inclusions: Market:	system availability are communicate	e hours the system will accept transactions. (Note: Currently, d directly to CLEC's who utilize the application to application	the hours of
Exclusions:	system availability are communicate	e hours the system will accept transactions. (Note: Currently, d directly to CLEC's who utilize the application to application	the hours of
Exclusions: Inclusions: Market: 1972 Disaggregation: System Source:	system availability are communicate WHOLESALE Resale	e hours the system will accept transactions. (Note: Currently, d directly to CLEC's who utilize the application to application	the hours of





	Messurement Type:	Informational
REFERENCE: MEASUREMENT:	GENERAL - Center Responsiveness Average Speed of Answer - Ordering (in see) DISAGGREGATION CATEGORIES: **Resale**	WRX
	✓ Unbundled Loops	x
S.M. Expert(s):	For Internal Use Only	
AIIS Contact(s):	For Internal Use Only	
Reporting Period:	One Calendar Month	· ·
Calculation:	$\{\Sigma[(Date and Time of Ordering Calls Answer) - (Date and Time of Ordering Call Receipt)]\} / Total Ordering Calls Answered$	Number of
Description(s) / Definition (s):	"Average Speed of Answer - Ordering (in seconds)" measures - through use of the Automatic Call I (ACD) - the average speed of answer elapsed time for the total number of ordering calls answered in period. Speed of Answer is the time from call receipt to the time of call answer. Call receipt occurs once a call has entered the call management center and the caller has chosen which to direct the call. Calls answered refers to the call being handled by an Ameritech representative.	n the reporting
Business Rules:	Performance is reported in seconds.	
Exclusions		
Inclusions: 52.		
Market: NC	WHOLESALE METALL TO THE RETAIL	
Disaggregation:	Resale UNE	
System Source: 4.	For Internal Use Only	
Data Sources	For Internal Use Only	





			Measurement Type:	Informational
REFERENCE: MEASUREMENT:	GENERAL - Center Responsiveness Average Speed of Answer - Repair (in sec)	DISAGGREGATION CA	TEGORIES:	W R
- 1 38 12 17 17 12 1		✓ Unbundled Loops		X
S.M. Expert(s):	For Internal Use Only			
AIIS Gentact(s):	For Internal Use Only One Calendar Month			
Calculation:	$\{\Sigma \text{ [(Date and Time of Repair Call Answer)} - (Date and Time of Repair Call Answered)}$	Date and Time of Repair Cal	Receipt)] }/ Total Num	ber of Repair
Description(s) / Definition (s):	"Average Speed of Answer – Repair (in seconds - the average elapsed time from the entry of a re by a representative, for the total number of repai Speed of Answer is the time from call recei Call receipt occurs once a call has entered to which to direct the call. Calls answered refers to the call being hand	pair call into the call manager calls answered in the repore to the time of call answer the call management center a	ement system until the ca ting period. nd the caller has chosen	all is answered
Business Rules:	Performance is reported in seconds.			
Exclusions				
Inclusions	HATAL POAT B	DETAIL .		
Disaggregation:	Resale Unbundled Loops	RETAIL 20020		·
System Source:	For Internal Use Only			
Data Source: *: 7:2	For Internal Use Only			





Measurement Type: Outcome

REFERENCE:	OS/DA DISA	GGREGATION CATEGORIES: W R			
MEASUREMENT:	Average Speed of Answer (OS/DA)	perator Services X X			
المنطق المنافية المنافية المنافقة المنا		rectory Assistance X X			
S.M. Expert(s):	For Internal Use Only				
AIIS Contact(s):	For Internal Use Only				
Reporting Period:	One Calendar Month				
Calculation:	$\{\Sigma[(Date and Time of OS Call Answer) - (Date and Answered)\}$	Time of OS Call Receipt)]} / Total Number of OS Calls			
Description(s) / Definition (s):	"Average Speed of Answer - Operator Services (in seconds)" measures the average elapsed time from call answer to call receipt for the total number of operator services (OS) calls answered within the reporting period. A call is the time from the arrival of the "connect" message to the OS position to the arrival of the "disconnect" message. "Disconnect" occurs when the call is released to audio, the caller hangs up or the operator presses the release key. Call receipt refers to a call connecting to the switch. Call answer refers to a call connecting to an operator position. Call abandonment refers to the caller disconnecting the call before contact with the Ameritech representative is made. Performance is reported in seconds.				
Exclusions: xxcTank	 Calls abandoned prior to answer by an Amerite 	ch OS/DA operator			
Inclusions:	 Wholesale and Retail are combined in a single measure, as the systems supporting these functions do not distinguish between the different types of customers 				
Market:	WHOLESALE	RETAIL			
Disaggregation:	Operator Services	Operator Services			
System Source:	For Internal Use Only	For Internal Use Only			
Data Source:	For Internal Use Only	For Internal Use Only			

Measurement Type:

Outcome



REFERENCE:	OS/DA	DISAGGREGATION CATEGORIES:	WR	
Sales Sections		Operator Services	ХХ	
MEASUREMENT:	Average Speed of Answer (OS/DA)	•		
		✓ Directory Assistance	X X	
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s): "	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:	$\{\Sigma \ [(Date \ and \ Time \ of \ DA \ Call \ Answer) - Answered$	(Date and Time of DA Call Receipt)] } / Total Number	of DA Calls	
Description(s) / Definition (s):	number of directory assistance (DA) calls a A call is defined as the time from the a "disconnect" message. "Disconnect" operator presses the release key. Speed of answer - Directory Assistance answer. Speed of answer is measured waiting for a position. Call receipt is defined as a call connect call answer is defined as a call connect call abandonment is defined as the call representative is made.		od. e arrival of the up, or the to DA call e queue of calls	
Business Rules:	Performance reported in seconds.			
Exclusions: Posts	 Calls abandoned prior to answer by an 			
Inclusions: w	 Wholesale and Retail are combined in distinguish between the different types 	a single measure, as the systems supporting these function of customers	ns do not	
Market:	WHOLESALE	RETAIL		
Disaggregation:	Directory Assistance	Directory Assistance		
System Source:	For Internal Use Only	For Internal Use Only		
Data Source:	For Internal Use Only	For Internal Use Only		





Measurement Type:

Outcome

REFERENCE:	INTERCONNECTION	DISAGGREGATION CATEGORIES:	WR
MEASUREMENT:	Call Attempts Blocked	✓ Interlata / Intralata	xx
S.M. Expert(s):	For Internal Use Only		
AIIS Contact(s):	For Internal Use Only		
Reporting Period:	One Calendar Month		
Calculation:	[(Number of Blocked Calls - Number of Su	ccessful Reroutes) / Total Call Attempts] X 100	
Description(s)/	"Call Attempts Blocked" measures the num	ber of call attempts from an Ameritech tandem to the C	LEC that do not
Definition (s):		nsuccessful rerouting, as a percentage of the total numb	
		CLEC, within the reporting period. "Call Attempts Block	cked" is measured
المعادي بالمراجعة	on all intralata or interlata final trunk group		
		rnate final trunk groups from an Ameritech end-office t	to an Ameritech
1,1		from an Ameritech tandem to a CLEC end-office.	
		ect final trunk groups between Ameritech end-offices an	id local, intralata
Business Rules:	final trunk groups from an Ameritech t		
Danaes Kules:		Saturdays, Sundays, and Holidays) are included in the re	
	ending with the last complete week in the calendar month, and working backwards through the month to include the prior fifteen (15) business days.		
		on a 24-hour basis for twenty business days per month.	
, **		and reported separately for all CLECs, but new CLECs:	are excluded
		luring an initial six-month period while they are being e	
		ared and compared to a statistically valid sample of Ame	
	trunk groups.		
Service Grading Legisland		Attempts Blocked" automatically incorporates actual I	evels of call and
	trunk group blockage, including the siz	e and duration of trunk group blockage involved.	
Exclusions:	 Blockage that results from actions or fa 	ultures to act on the part of the CLEC	
Inclusions:			
Market:	WHOLESALE	RETAIL	5,1
Disaggregation:	• Interlata	Interlata	
1 to the second	• Intralata	Intralata	
System Source:	For Internal Use Only	For Internal Use Only	
Data Source:	For Internal Use Only	For Internal Use Only	



System Source:

Data Source: _...

For Internal Use Only

For Internal Use Only

WEST SCHEDULE 2: MICHIGAN PERFORMANCE MEASUREMENT USER GUIDE

Measurement Type: Outcome COLLOCATION REFERENCE: DISAGGREGATION CATEGORIES: WR MEASUREMENT: Average Time to Respond to a Physical ✓ Physical collocation Х The Continue **Collocation Request** S.M. Expert(s): d. For Internal Use Only AIIS Contact(s): 🛫 For Internal Use Only Reporting Period: One Calendar Month Calculation: [\(\sum_{\text{[(Request Response Date)} - (Request Receipt Date)]] / Total Number of Requests Submitted raministra trada. Benchmark Percentage: The west of [Number of Valid, Complete Physical Collocation Requests that Ameritech sends out a response to within a specified interval ("X" Days)/ Total Number of Requests Submitted] X100 Description(s) "Average Time to Respond to a Physical Collocation Request" measures the average elapsed time between the date Definition (1) Ameritech receives a valid, complete physical collocation request and the date Ameritech sends out a response with space availability and cost information to the CLEC, for the total number of physical collocation requests submitted in the reporting period. Benchmark Percentage: "Percent within a Specified Interval ("X" Days)" measures the number of valid, complete physical collocation requests that Ameritech sends out a response to within a specified interval ("X" Days), as a percentage of the total number of physical collocation requests submitted in the reporting period. The measure is calculated using business days only (i.e., Monday - Friday, excluding holidays). If a CLEC modifies its original request in writing, the "Request Receipt Date" will be noted as the date of the revision. Exclusions: 84 7 17 Cancelled orders Inclusions: Figure 7 RETAIL Market: WHOLESALE Disaggregation: All Wholesale





Measurement Type:

Indicator

REFERENCE:	COLLOCATION DIS	SAGGREGATION CATEGORIES: W R		
MEASUREMENT:	Average Time to Provide a Collocation	Virtual collocation X		
12 and 12	Arrangement			
44. (4.55 A	Physical collocation			
S.M. Expert(s):	For Internal Use Only			
AIIS Contact(s):	For Internal Use Only			
Reporting Period:	One Calendar Month			
Calculation:		ollocation Request Received)]] / Total Number of Virtual Nodes		
	Completed			
Description(s)/	"Average Time to Provide a Virtual Collocation A	arrangement" measures the average elapsed time between the date		
Definition (s):	-	the virtual node is completed, for the total number of virtual		
	nodes completed in the reporting period.			
Business Rules:	 The measure is calculated using calendar day 			
	The clock is restarted if the CLEC modifies its request.			
Exclusions: 3	Cancelled orders			
	 Orders where the customer requested a due d 			
	 CLEC-caused delays such as arranging final walk-through or accepting collocation space. 			
Inclusions: & ···				
Market:	WHOLESALE	RETAIL		
Disaggregation:	Virtual collocation			
System Source:	For Internal Use Only			
Data Source:	For Internal Use Only			





Measurement Type:

Indicator

REFERENCE:	COLLOCATION	DISAGGREGATION CATEGORIES:	WR			
MEASUREMENT:	Average Time to Provide a Collocation	Virtual collocation	, , , , ,			
	Arrangement	✓ Physical collocation	X			
S.M. Expert(s):=""	For Internal Use Only					
AIIS Contact(s):	For Internal Use Only					
Reporting Period:	One Calendar Month					
Calculation:	Physical Nodes Completed					
Description(s) / Definition (s):		ation Arrangement" measures the average elapsed time the date the physical node is completed, for the total riod.				
Business Rules:	 The measure is calculated using calendar days. The receipt of a collocation COBO payment is indicative of a firm order. The clock is restarted if the CLEC modifies its request. Time between completion and node final walkthrough is not included in the completion interval calculation. 					
Exclusions:	 Cancelled orders Orders where the customer requested a due date beyond the contractual date CLEC-caused delays such as arranging final walk-through or accepting collocation space. 					
Inclusions: 50 - 200						
Market: Same hi	WHOLESALE	RETAIL				
Disaggregation: 🖭	Physical collocation					
System Source: 🧺	For Internal Use Only					
Data Source: 👵 🚓	For Internal Use Only					





			Measurement Type:	Outcome		
REFERENCE:	COLLOCATION	DISAGGI	REGATION CATEGORIES:	WR		
MEASUREMENT:	Due Dates Not Met - New Collocation	✓ Virtual	collocation	x		
market and the	Arrangements					
4-5-4-		✓ Physica	al collocation	, X		
S.M. Expert(s):	For Internal Use Only					
AIIS Contact(s):	For Internal Use Only					
Reporting Period:	One Calendar Month					
Calculation:	[Number of Collocations Not Completed by the Committed Due Date / Total Number of Collocations Completed] X					
Description(s) / Definition (s):	"Due Dates Not Met - New Collocation Arrangements" measures the number of collocations not completed by Ameritech committed due date, as a percentage of the total number of collocations completed in the reporting period.					
Business Rules:	• The order is counted in the period it is reported "complete" (e.g. paperwork is completed).					
Exclusions:	Cancelled orders					
	AugmentsCustomer-caused delays					
Inclusions:	New collocations only					
Market 48	WHOLESALE		RETAIL			
Disaggregation:	Virtual collocation					
44.4	 Physical collocation 					
System Source: -	For Internal Use Only					
Data Source:	For Internal Use Only					